

FedMall Supplier Town Hall

Defense Procurement & Acquisition Policy (DPAP) and Defense Logistics Agency (DLA)

Unclassified

October 16, 2017





Agenda

- **FedMall Deployment**
- **FedMall Post Go-Live**
- **Short-Term Objectives**
- **Long-Term Objectives**
- **EMALL, FedMall, & Communication**
- **DLA FedMall Contracts/Loss of Revenue**
- **Use of FedMall**
- **Catalog Upload, Images, & Commerce**
- **FedMall Functionality & Errors**
- **Transaction Job Numbers**
- **AbilityOne**
- **FedMall MarketPlace**
- **Amazon Business**





FedMall Deployment

FedMall ECCB Governance Structure and Membership

- Provides leadership, enterprise-wide vision, and guidance
- Provides overall approval authority for implementing changes in the FedMall platform

Organization	ECCB Role
DPAP	Co-Chair Voting Member
DLA/J3	Co-Chair Voting Member
DLA/J7	Non-voting Member
DLA/J6	Non-voting Technical Adviser
Defense Finance and Accounting Service	Non-voting Member
Military Services	Voting Members
Supplier Representative	Non-voting Member

FedMall Supplier Representative is Mr. Rick Augustine
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FedMall Deployment

Decision Process for Go/No Go

- The FedMall Program Management Office (PMO) conducted the FedMall ECCB Go/No Go meeting on June 08, 2017
- Participants included Defense Logistics Agency (DLA), Defense Procurement Acquisition Policy (DPAP), and Senior Level Stakeholders to include all of the Services and Supplier representatives
- The PMO presented the current technical conditions identified during the User Acceptance Test (UAT) event
- The ECCB provided a unanimous vote to have FedMall “Go Live” on June 20, 2017





FedMall Post Go-Live

Issues Discovered After Go-Live

- **Launch Issues**
 - Supplier Portal availability
 - Uploading of supplier catalogs slower than expected
 - Catalog data issues
 - Application performance issues
- **Impact**
 - Lack of availability of items
 - Initiated Offline Ordering to support the customer
 - Unplanned development to support needed enhancements





Short-Term Objectives – 2nd Qtr FY18

Objectives for 2nd Qtr FY18:

- Refine system parameters to optimize performance
- Stabilize the Supplier Portal
- Refine the Search capability
- Integrate Supplier Catalog Format Validation Tool into the Supplier Portal so that catalog files are validated after a catalog upload
- Provide Suppliers with validation reports that indicate the success or failure of processed catalog uploads





Short-Term Objectives – 2nd Qtr FY18

Objectives for 2nd Qtr FY18:

- Provide users with downloadable error reports that capture the issues identified in the rejected file to easily correct errors
- Provide Supplier with access to reports that indicate current status of their catalogs that are buyable on FedMall
 - Reports will include CAGE code, Contract Number, and Supplier Part Number
 - These reports will replace the download functionality that is currently disabled in the Supplier Portal
- Provide additional capability for the Suppliers to upload catalogs in Excel format as an alternative to the .csv format





Long-Term Objectives – 3rd Qtr FY18

Business Release 2 (BR2) 3rd Qtr FY18 - Proposed Requirements*:

- Pull and populate contract award data on existing contracts from Procurement Business Intelligence Service (PBIS)
- Display the most up to date shipping status and information
- Allow users ability to request cancellation of orders prior to shipment with tie-backs to the FEDMALL system for data tracking purposes
- Ability to display to the user “zoned pricing and availability” which is based on the vendor’s contract and catalog service area
- Ability to upload more than 10,000 catalog items and/or 10 MB catalog files

*Proposed BR2 Requirements are Subject to FedMall Governance Approval Process





Long-Term Objectives – 3rd Qtr FY18

Business Release 2 (BR2) 3rd Qtr FY18 - Proposed Requirements*:

- Capability for the supplier to provide customer a Supplier Electronic Ship notice
- Ability to ship one order to multiple locations
- Establish a robust order management system for the supplier to include Order Search by email address and the ability to download order data into an Excel spreadsheet
- Capability for suppliers to identify authorized sellers (e.g. AbilityOne)
- Initiate an automated verification process to ensure supplier data is complete and accurate
- Provide the capability to display product prices in various currencies

*Proposed BR2 Requirements are Subject to FedMall Governance Approval Process





EMALL, FedMall, & Communication

Question

Answer

What was the reasoning behind shutting down DOD EMALL prior to having a fully functional FedMall system in place?

Two different vendors for EMALL and FedMall. IBM would have to have built a second EMALL to process the transactions at the same time.

What is the timeframe you are anticipating that FedMall will be fully functional? We have not received any Orders since DOD EMALL was discontinued and understand there are EDI issues as well as Orders not containing complete information?

FedMall will continue to implement fixes and enhancements through quarterly releases. The EDI issues have been resolved. If you are still experiencing issues contact FedMallSupport@dla.mil.

Is it possible to initiate and maintain ongoing direct interface with DLA/IBM to resolve each Contractor's individual issues? Telephonic FedMall Town Hall meetings are not a very effective medium for resolving individual Contractor issues.

Suppliers can contract the DLA Customer Interaction Center and enter a ticket requesting support. Suppliers can also contact the SAMs at fedmallvendors@dla.mil with issues or questions and we will engage the developer as needed.





EMALL, FedMall, & Communication

Question

Who is the FedMall primary point of contact for the supplier community to get access to and get catalogs uploaded?

Answer

The FedMall Information page (www.dla.mil/info/fedmall) and the FedMall landing page (www.fedmall.mil) both provide Supplier Registration information and Quick Start Guides that cover all aspects of Supplier registration and Catalog and Image upload instructions. The FedMall SAMs can be contacted at fedmallvendors@dlamail.mil to answer additional questions.

What challenges have been identified that can be shared with the supplier community?

Reference slide 5, Post Go-Live, for identified challenges. The FedMall PMO hosts Supplier Town Halls twice weekly to share current information regarding latest issues. Additionally, FAQs are posted on the Supplier Portal (www.suppliers.fedmall.mil) that discuss current challenges.





EMALL, FedMall, & Communications

Question	Answer
Is there a possibility to add a commercial NSN ability to FedMall?	Commercial catalog identifiers are usually designed by a part number, Universal Product Code (UPC), bar code etc. An NSN is a government catalog identifier used for standardization (names, characteristics, etc.) of items used across the Services.
EMALL was intended as a point, click, ship system, but FedMall seems to be moving away from that structure. What is the vision, and are there policies that might inhibit that vision?	FedMall is not moving away from the point, click, ship system motto. Policy is always taken into consideration prior to implementing new functionality.
Would it be possible to assign an implementation liaison within FedMall to serve as a single point of contact for communication regarding the status of the transition?	The transition of EMALL to FedMall is complete. The FedMall PMO hosts Town Halls twice a week to answer Suppliers' questions and provide the latest information.





EMALL, FedMall, & Communications

Question

Is DoD EMALL preserved in a separate location?

- a. Could DoD EMALL be re-instated, allowing for FedMall to be taken offline and re-implemented at a future date when its issues have been thoroughly vetted and addressed?
- b. Considering that the FedMall contract period of performance ends in 2018, what is the portal's future?
 - i. Will it be re-competed? If so, what efforts will be undertaken to address the possibility of another transition period, and subsequent impact on business transactions, associated with a new vendor?
 - ii. Has there been discussion regarding the possibility of returning to PartNet?

Answer

- a. DOD EMALL has been decommissioned and cannot be retrieved. Systematic changes were made to multiple external applications to support requirements deployed in FedMall.
- b. The Supplier Portal will be operational and updated through quarterly releases.
 - i. The FedMall follow-on contract will follow the required procedures to be awarded. Every effort will be made to ensure a smooth transition to a new vendor (if needed).
 - ii. PartNet contract has expired and through competition IBM was awarded the FedMall contract.





DLA FedMall Contracts & Loss of Revenue

Question

How will DLA address vendors who have lost significant revenues due to the FedMall transition?

Considering that the FedMall portal has yet to achieve the order numbers processed previously through the DoD EMALL system, has DLA addressed where this lost business has gone and how it will attract these customers to return to FedMall?

Answer

The government is contractual committed to the guaranteed minimum listed in your contract.

FedMall PMO has not conducted an analysis to identify if lost business shifted to suppliers outside of FedMall. We believe the question is more about lost revenue because customers had to use other means to acquire the required items.





DLA FedMall Contracts & Loss of Revenue

Question

Will DLA extend supplier's contracts to compensate for lost opportunities?

Answer

DLA plans to review each supplier's contract for potential extensions or sole source awards prior to its expiration. However, DLA will need to ensure that any action taken to mitigate the supplier's forfeitures during these past few months is legal and does not violate any Government regulations. Any requests for a contract extension should be based on the actual amount of time that the supplier's catalog was offline and made through their DLA Administrative Contracting Officer.





Use of FedMall

Questions

Answers

Are the requirements of FedMall different from GSA?

The question is vague, please provide additional context so we can accurately answer the question. If this question is in regards to hosting GSA Schedules on FedMall, the same requirements apply to post the GSA Schedules on FedMall.

Are federal agencies required to use FedMall?

There is no federal mandate to use FedMall. Internal directives within federal agencies regarding FedMall are not within our purview.

Are federal agencies required to have a certain amount of spend through FedMall?

There is no federal requirement to have a certain amount of spend through FedMall. Federal agencies individually manage spend through their budget and is generally based on requirements vice a system. Internal directives within federal agencies is not within our purview.





Catalog Upload, File Images, & Commerce

Question	Answer
Will the suppliers have access to Commerce to view their own items and see pricing availability of other suppliers' items and prices?	Line-item pricing information is subject to Exemption 4 of the Freedom of Information Act (FOIA). The Federal Government is prohibited from disclosing trade secrets and commercial/financial information that is privileged or confidential.
Suppliers need access to view live items on FedMall. Since the search function and download functions are not working properly suppliers have no confirmation on if their products are displaying accurately and there has not been a published time line as to when these features will work affectively.	FedMall is working on a solution to provide suppliers the capability to download their available items, that have been loaded, in Commerce. To receive a current list of available items email FedMallCommunications@dla.mil to request a report.





Catalog Upload, File Images, & Commerce

Question	Answer
When suppliers receive an order they cannot identify who the customer is, what they ordered, and where it needs to be shipped. Has this been resolved?	Orders routed through EBS generate an EDI 850 transaction to the supplier. The EBS generated file includes Ship to Address, but only designates "EMALL Contracting Office" as the buyer. This issue was present in DOD EMALL but was mitigated because DOD EMALL allowed for the transmission of non-secure email. DLA is working to provide the same level of information for DLA contract orders to provide the information previously sent to suppliers.
What are the steps that the catalog must pass through in order to become active on FedMall?	The catalog must pass the latest version of the validator, uploaded to the Supplier Portal, be approved by the contracting officer or SAM and pushed to Commerce for sale.





Catalog Upload, File Images, & Commerce

Question

Answer

Can the image upload process be simplified? Moreover, by restricting suppliers from uploading images until after their catalog is uploaded, it further protracts the catalog upload process

Due to the larger than normal size of the files with the included images, the decision was made to upload the catalog and the images separately for faster processing. Based on the current issues and the multiple actions needed to upload separate images for each item, DLA will explore the capability for suppliers to upload their catalog data files and associated images at the same time.

What are suppliers allowed to include in their catalog uploads?

Suppliers are able to upload catalogs containing additions, deletions, and modifications of items in a single file. Instructions are available in the Supplier Quick Start Guides.





Catalog Upload, File Images, & Commerce

Question

Answer

Can you please provide a list of the items that have been uploaded to FedMall?

To receive a current list of available items email FedMallCommunications@dla.mil to request a report.

Does the USAF Contracting/Program Office for Prime Contract FA8056-16-D-0001 need to do anything to assist resolving any of the In Progress transactions?

No assistance needed. The status of the transaction may not be a true reflection of the current status. Contact the SAMs at fedmallvendors@dla.mil to request the latest information.

Since the upload process is still uncertain how can suppliers access and update item information? There is no visibility into item details through the search capabilities. Are large amounts of updates handled through spreadsheet?

In the near term, suppliers should keep track of files they have uploaded. Suppliers are able to upload catalogs containing additions, deletions, and modifications of items in a single file.





FedMall Functionality & Errors

Question	Answer
Can you remove the batch files that remain either with a status of “In Process” or “Completed” when they are stalled and we want them deleted?	In most cases the file does not need to be deleted, it requires a correction. To request the true status of a file contact the SAMs at fedmallvendors@dla.mil
Address outstanding functionality issues related to the FedMall portal; specifically, issues related to load time and consistency of successful loading of the portal.	See slides 6 – 9, which covers FedMall’s short and long-term objectives regarding functionality.





FedMall Functionality & Errors

Question	Answer
The FedMall system appears to freeze / timeout, with “This page can’t be displayed” error. Log back in to check the status we receive the “Not Loaded” error.	FedMall is continually reviewing errors and performance issues will continue to make enhancements and adjustments. Contact FedMallCommunications@dla.mil if the issues persist.
Does DLA have a specific estimation of when a successful implementation of the FedMall portal will be complete? Specifically, can DLA provide a deadline for when they expect FedMall to be functioning at a similar level as DoD EMALL prior to its termination?	FedMall will continue to deploy fixes and new functionality through quarterly releases to improve the application.





FedMall Functionality & Errors

Question

Answer

The error function does not always function properly. At times, it improperly identifies the absence of a certification or registration. Will this be fixed?

There were two FedMall (FM) design issues that have been resolved. The FedMall team has dramatically expanded the valid certificate authorities (CAs) so suppliers can access. The MDM error message was the result of excessive demand on the system and a large backlog of queued processes.

Can suppliers set a contract order minimum?

This capability was not available at the initial deployment of FedMall and was identified as a priority issue to resolve. The minimum order quantity was implemented so suppliers can now stipulate their minimum order quantity.





FedMall Functionality & Errors

Question	Answer
Can more resources be allocated/redirected to the FedMall transition to expedite the completion of the transition?	FedMall personnel and the DLA Customer Interaction Center (CIC) worked overtime for weeks to complete the transition. We are now focused on working current issues reported to the Help Desk.
File link under the Supplier Portal goes nowhere.	Testing with Internet Explorer and Firefox, all links on the Supplier Portal landing page are working. Provide more specific information on the “file link goes nowhere” to support additional investigation.





Transaction Job Numbers

Question	Answer
What do the transaction job numbers means that are shown in the status of our product catalog?	The transaction job numbers provide the supplier with a unique number to internally track and manage catalog uploads on their end.
Can I assist in any of the transaction job # that are shown to be In Progress?	No assistance needed. The status may not be a true reflection of the current state. Contact the SAMs at fedmallvendors@dla.mil to request the latest information.





AbilityOne

Question

Is the Ability One Program properly identified and prioritized in FedMall?

Answer

- 1) AO items are clearly identified by the AO icon.
- 2) AO items are ranked IAW FAR 8.702 Purchase Priorities.
- 3) Buyers have the capability to refine their search to just AO items.
- 4) Catalogs loaded to the MarketPlace require the supplier to electronically sign the Supplier Selling Agreement for MarketPlace Phase I. In doing so, they acknowledge that "Only Authorized AbilityOne suppliers are permitted to sell mandatory source items (reference FAR 8.700, 8.703, and 8.704)".
- 5) The mandatory Procurement List website is provided in FedMall for the buyer's convenience.





AbilityOne

Question

Will the MarketPlace restrict the sale of ETS items per federal regulation?

Answer

AbilityOne is responsible for implementing its own authorities and policies. The FAR applies to all federal executive agencies so unless the policy at issue is one that is applicable to procurement on a federal executive agency-wide basis DoD is not authorized to implement this policy.

What fields and data sources are used to verify if an item is a Procurement List item?

AbilityOne provides a list of their items to FedMall, which in turn are identified by the AbilityOne icon.





FedMall MarketPlace

Question

In a past FAQ it was mentioned that TAA compliancy is not restricted in the MarketPlace. Why is the MarketPlace not held to the same restrictions regarding TAA? Doesn't this violate GPC regulations as well?

Answer

Currently, MarkePlace orders are restricted to the micro-purchase threshold (MPT) using the GPC. MPT orders are not subject to TAA and do not violate GPC regulations.

Is the MarketPlace hosted in the same area as FedMall? Will contract items be side by side with commercial alternatives?

Yes, MarketPlace items are hosted in a common environment with commercial alternatives. Both alternatives are available to buyers.





FedMail MarketPlace

Question

What are the procedures in the new MarketPlace for raising and lowering prices on items and putting items on sale for a period of time?

Answer

The MarketPlace does not have contracts that would restrict the changing of prices. Therefore, you have the ability to adjust prices and have short-term (at your discretion) sales events at any time. To enable this an updated catalog (with the price changes) should be reloaded by the supplier.

Who should be the point of contact within a business for this MarketPlace (e.g. eBusiness, Contracts, Sales)?

Each supplier should determine the appropriate POC.





Amazon Business

Questions

What affects will Amazon's entry into the Government Marketplace have on Small Businesses and SDVOSB Businesses?

With the economies of scale being in favor of a mega-large company like Amazon and downward pressure on price, do you see a future for these smaller businesses? What safety measures will be put in place to protect these smaller businesses to allow them to compete against large competitors like Amazon?

Answers

We cannot make any predictions nor assumptions on the affect Amazon Business could have on SB and SDVOSBs.

Many small businesses use Amazon to market and sell their products. We do not know the facts associated with Amazon's current small business performance. For FedMall, FAR Part 19 encourages maximum practicable opportunity for small business procurement - some might describe that as "safety measure." We cannot speak to what Amazon will or will not do for small businesses.





FedMall Resources

FedMall URLs:

- FedMall Supplier Portal—www.suppliers.fedmall.mil
- FedMall Commerce—www.fedmall.mil
- FedMall Information Page—www.dla.mil/info/fedmall

Registration assistance or catalog data questions/issues contact the Supplier Account Managers (SAMs) and Program Management Office (PMO) at:

- FedMallvendors@dlamail.mil
- FedMallCommunications@dlamail.mil

Navigation and Procedural issues contact the Customer Interaction Center at:

- Toll Free: 1-877-352-2255
- Email: dlacustomerinteractioncenter@dlamail.mil





Backup Slides





Supplier Engagement Activities

Supplier Testing Support and Early Registration

- The Supplier Representative and PMO contacted existing Suppliers requesting volunteers to support FedMall Supplier Portal testing
- Three DOD EMALL suppliers participated in FedMall UAT
 - Register in Supplier Portal and test functionality for issues
 - Create and uploaded catalogs
 - Test order transmission methods (EDI/cXML/encrypted email)
- **Initiated soft launch May 15, 2017 for early registration for existing DOD EMALL suppliers**
 - Suppliers were contacted by email and phone encouraging them to register during the soft launch





What We Have Accomplished

What We Have Accomplished

- Stabilized production environment
- Restricted Supplier Portal access for three weeks to validate and upload the backlog of supplier catalog items
- Deployed functionality to temporarily auto-approve contract catalog items
- Resolved DLA Cost Recovery Rate (CRR) issue to allow DLA Contracts to be loaded on FedMall
- Added email capability providing additional buyer information to suppliers for items bought from DLA Contracts





What We Continue to Execute

What We Continue to Execute

- Continue to address individual supplier issues
- Host town halls with supplier community twice weekly
- Conduct tutorial webinars for suppliers
- Researching reporting functionality to provide extracts of items loaded in Commerce

